2006/07

A CULTURE OF EXCELLENCE

Employment and Assistance Appeal Tribunal

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2006/07
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2008-02631/

December 2007

Honourable Claude Richmond
Minister of Employment and Income Assistance

Dear Minister:

It is my pleasure to present the annual report for the Employment and Assistance Appeal Tribunal covering the period October 1, 2006 to September 30, 2007. The report has been prepared in accordance with section 20(1) of the Employment and Assistance Act.

Marilyn R. McNamara
Chair, Employment and Assistance Appeal Tribunal

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Contents

Message from the Chair	v
1. Who We Are and What We Do	1
Tribunal Members	1
The Appeal Process	2
How to Appeal	6
2. How We Did in 2006/07	9
Notices of Appeal Received	9
Appeal Outcomes	12
Tribunal Members	13
3. What Our Decisions Look Like	15
Case 1: Monthly Nutritional Supplement	16
Case 2: Child Care Subsidy	17
Case 3: Health Supplement – Orthodontic Supplement	18
4. Looking Ahead	21
Glossary	22
Appendix A: Staff	23
Appendix B: Tribunal Members	24
Appendix C: Budget Information	26
How to Contact Us	28

Message from the Chair

It is a pleasure to present the fifth annual report of the Employment and Assistance Appeal Tribunal.

The tribunal provides a readily accessible appeal process that is fair and timely, quickly resolving questions of entitlement to benefits, while meeting our statutory deadlines. In support of the goal of timely resolution of disputes, legislation has been passed that allows a hearing to continue in the unanticipated absence of a panel member, avoiding a delay when the appellant wishes the hearing to proceed.

The tribunal is committed to an ongoing dialogue with parties and their representatives, and continues to receive and respond to their comments on our process. Members are kept informed of current issues through the quarterly newsletter and advisory notes.

The tribunal continues to support professional development of members in the type of work they perform for the tribunal. All members had the opportunity to attend an informal workshop as well as a two-day training session on the relevant legislation and on decision writing. The mentor program continues to support this training through coaching.

Training and mentoring are components of good governance, which builds public trust by setting high standards while providing transparency. Guidelines developed for members are posted on the tribunal website to assist in developing a common understanding of practices and procedures and the relevant legislation.

The tribunal strives to build a culture of excellence in carrying out our mission. The tribunal's new "Governance Tools" will assist members by providing the tools needed to continually improve skills and competencies. The Code of Conduct, Competency-Based Learning and Development Tool, and the Learning and Development Action Plan specify the skill and competency levels for which members must aim, and provide avenues to assist members in reaching these levels. The Computer-Based Training Module (in development) is self-directed comprehensive training that will improve the appointment and training process for new members. Visit "Governance Tools" on our website, at www.gov.bc.ca/eaat, for more information.

I would like to thank members and staff for their hard work during the past year. As well, I wish to thank parties and advocates for their comments. I look forward to working together to ensure that the Employment and Assistance Appeal Tribunal continues to provide an accessible, fair and timely appeal process.

Marilyn R. McNamara
Chair, Employment and Assistance Appeal Tribunal

OUR MISSION

The mission of the Employment and Assistance Appeal Tribunal is to provide an accessible appeal process that delivers timely and fair decisions reviewing determinations of the Ministry of Employment and Income Assistance and, for the Child Care Subsidy program, the Ministry of Children and Family Development.

1 Who We Are and What We Do

The Employment and Assistance Appeal Tribunal was established on September 30, 2002. The tribunal hears appeals of most types of decisions about assistance made by the Ministry of Employment and Income Assistance and decisions about the child care subsidy program made by the Ministry of Children and Family Development. It provides a streamlined and efficient one-step appeal process, and is independent of both ministries.

The tribunal consists of a tribunal chair and vice-chair, staff, and members located throughout the province. Up to three members are chosen by the tribunal chair to hear an appeal. The tribunal currently has 199 members. (See Appendix A for a list of staff and Appendix B for a list of members.)

The Employment and Assistance Appeal Tribunal hears appeals of reconsideration decisions that refuse, reduce or discontinue income, disability assistance or a supplement; decisions regarding the amount of a supplement; or decisions that refuse to grant hardship assistance; under:

- Section 17 of the Employment and Assistance Act and
- Section 16 of the Employment and Assistance for Persons with Disabilities Act.

The tribunal also hears appeals of reconsideration decisions that refuse, reduce or discontinue a subsidy under:

- Section 6 of the Child Care Subsidy Act.

Tribunal Members

Members are appointed by the Minister of Employment and Income Assistance after a merit-based process and on consultation with the tribunal chair. To be considered for appointment to the tribunal, candidates must have:

- an understanding of the essential elements of the conduct of a fair and objective hearing
- an understanding of the key aspects of the Employment and Assistance Act and its regulations, the Employment and Assistance for Persons with Disabilities Act and its regulations, and the Child Care Subsidy Act and its regulations
- an ability to interpret and apply legislation

Appeal Process

A Ministry of Employment and Income Assistance worker refuses, discontinues or reduces a benefit or a Ministry of Children and Family Development worker refuses, discontinues or reduces a child care subsidy.

A person may request a reconsideration of the ministry worker's decision.[1]
The reconsideration request must be delivered to the ministry within 20 business days of the person being informed of the original decision.

The ministry has 10 business days to respond to the request for reconsideration.

If a person is dissatisfied with the reconsideration decision, he or she may submit a Notice of Appeal to the Employment and Assistance Appeal Tribunal.

The person has 7 business days to submit the Notice of Appeal to the tribunal.

Oral Hearing

Within 15 business days of receipt of the completed Notice of Appeal, the tribunal schedules an oral hearing in person or by teleconference.

The panel hears the appeal in person or by teleconference.

The panel renders a decision, either confirming or rescinding the ministry decision.

The panel has 5 business days to provide the tribunal with a written decision.

The tribunal has 5 business days to mail the decision to the parties.

Written Hearing

Within 15 business days of receipt of the completed Notice of Appeal, the appellant receives a commencement letter from the tribunal commencing the written hearing.

The appellant has 7 business days to provide a submission.

The ministry has 7 business days to respond to the appellant's submission.

The panel convenes to render a decision, either confirming or rescinding the ministry decision.

The panel has 5 business days to provide the tribunal with a written decision.

The tribunal has 5 business days to mail the decision to the parties.

[1] The person wanting to appeal a decision by a ministry worker must send his or her reconsideration request to the ministry responsible for the benefits he or she is seeking.

How to Appeal

1. You may obtain a Notice of Appeal form from your local Ministry of Employment and Income Assistance office, from the tribunal, or from the tribunal website, www.gov.bc.ca/eaat.
2. Complete the Notice of Appeal form and send it to the tribunal either by fax or by mail, **within seven business days of the day you received the ministry's reconsideration decision**.
3. The tribunal will determine whether the matter can be appealed. If the matter can be appealed, a three-person panel will be appointed to hear your appeal, and the hearing will commence within 15 business days of the completed Notice of Appeal being delivered to the tribunal.

Type of hearing

4. The tribunal will attempt to accommodate your request for the type of hearing indicated on your Notice of Appeal: oral (in person or by teleconference) or in writing.

Oral hearing – In person

5. If your hearing is proceeding as an oral hearing in person, the tribunal will send you a Notice of Hearing at least two business days before the hearing is to take place, notifying you of the date, time and place of the hearing. Hearings will usually take place in or near the appellant's community. Both parties have the right to present evidence and make arguments in support of their case. You also have the right to call witnesses to give evidence in support of the information in the appeal record, and to have a representative assist you during the appeal process.

Oral hearing – By teleconference

6. If your hearing is proceeding as an oral hearing by teleconference, you will receive from the tribunal a Notice of Hearing at least two business days before the hearing is to take place, notifying you of the date and time of the hearing, with instructions for accessing the teleconference. As in an oral hearing in person, you have the right to present evidence and make arguments in support of your case, to call witnesses to give evidence in support of the information in the appeal record, and to have a representative assist you during the appeal process.

Written hearing

7. If you request a written hearing, and the ministry agrees to a written hearing, the tribunal will send you a letter establishing a schedule for making a written submission to support your case. You will be given seven business days to provide your submission. On receiving your submission by the deadline, the tribunal will forward it to the ministry, and give the ministry seven business days to provide a written response. The tribunal will then forward both submissions and the appeal record to the panel for review.

Decisions of the panel

8. The panel will provide the tribunal chair with a written decision within five business days of the conclusion of the hearing. Upon request of a panel chair, the tribunal chair may extend the time limit by no more than 10 additional days if the tribunal chair is satisfied that the panel is making all reasonable efforts to provide the tribunal chair with its determination in a timely manner, and the best interests of the parties are served by the extension. The decision will either confirm or rescind the ministry reconsideration decision. The tribunal will mail a copy of the decision to the parties within five business days of receiving it from the panel. Decisions will not be provided by the tribunal over the telephone. Decisions are final.

Note: For more detailed information about the appeal process, see "Practices and Procedures" on the tribunal's website, www.gov.bc.ca/eaat.

OUR VISION

The Employment and Assistance Appeal Tribunal will be known for:

- Providing an accessible, independent, community-based, fair, timely, caring and ethical appeal process to hear appellants' disagreements with decisions of the Ministry of Employment and Income Assistance and, for the Child Care Subsidy program, the Ministry of Children and Family Development
- Supporting panel members to provide quality service to promote public confidence in the integrity and competency of the tribunal
- Creating a healthy work environment that supports staff to provide quality service and to continually learn and develop knowledge, skills and expertise

2 How We Did in 2006/07

The tribunal's Strategic Plan establishes performance indicators for specific objectives. Once again, this year the tribunal has been successful in ensuring that 100% of the appeals were commenced within the legislated 15 business days and that tribunal decisions and notification of parties all met the statutory timelines. Ongoing dialogue with stakeholders for review of policies, practices and procedures pertaining to tribunal processes continue to ensure fairness and provide parties with an opportunity to represent their case.

Here is a brief summary of the results of our work for the reporting period of October 1, 2006 to September 30, 2007.

Notices of Appeal Received

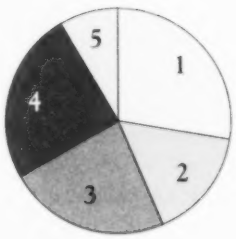
Notices of Appeal received (for both the Ministry of Employment and Income Assistance and the Ministry of Children and Family Development)	948
Appeals assessed as not within the jurisdiction of the tribunal (i.e., not proceeding to hearing)	65
Appeals dismissed (before or during hearing)	25
Files carried over (i.e., Notice of Appeal received before September 30, 2007 but proceeding to hearing after or not assessed by September 30, 2007)	72

Notices of Appeal received – by type

Disabilities – Persons with Disabilities (PWD)	384
Disabilities – Persons with Persistent Multiple Barriers (PPMB)	75
Eligibility – Deductions on Income/Earnings Exemptions	21
Eligibility – Dependency/Living Arrangements	22
Eligibility – Eligibility Audit	3
Eligibility – Excess Income/Assets	66
Eligibility – Failure to Accept/Pursue Income/Assets	5
Eligibility – Failure to Provide Information/Verification	12
Eligibility – Residency	2
Eligibility – Time Limit for Income Assistance	1
Eligibility – Undeclared Income/Assets	6
Employment – Dismissed/Quit/Refused Employment	6
Employment – Employment Plan/Failure to Look for Work	47
Employment – Requirement for Two-Year Financial Independence	5
Health Supplements – Dental Supplement	29
Health Supplements – Diet/Natal Supplements	4
Health Supplements – MSP/Other Health Supplements	6
Health Supplements – Medical Equipment	44
Health Supplements – Medical Supplies	5
Health Supplements – Medical Transportation	6
Health Supplements – Monthly Nutritional Supplement (MNS)	38
Health Supplements – Short-term Nutritional Supplement Products	5
Health Supplements – Therapies	6
Other – Child in Home of Relative/Under 19	3
Other – Child Care	16
Other – Crisis Supplement	56
Other – Family Maintenance	1
Other – Hardship	1
Other – Other	73

Notices of Appeal received – by region

	Region 1	**Vancouver Island**	262
	Region 2	**Vancouver Coastal**	151
	Region 3	**Fraser**	220
	Region 4	**Interior**	235
	Region 5	**North**	80



Region 1 Vancouver Island
Region 2 Vancouver Coastal
Region 3 Fraser
Region 4 Interior
Region 5 North
5
1
3
2
5
5
2
1
1
2
3

Appeal Outcomes

The total number of Notices of Appeal received differs from the number of appeals closed because of files carried over from the previous year or into the following year and various other factors. The number of decisions confirmed and the decisions rescinded do not equal the number of appeals heard for the same reason. The following statistics relate to appeal files that were closed in 2006/07.

Ministry of Employment and Income Assistance

Appeals heard	840
Decisions confirmed	546
Decisions rescinded	292

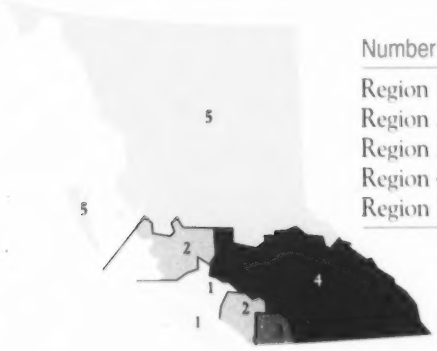
Ministry of Children and Family Development

Appeals heard	13
Decisions confirmed	12
Decisions rescinded	1

Tribunal Members

The tribunal's Strategic Plan identifies the need to ensure that the relevant needs of the public, tribunal members and the parties are being met. This need was addressed by providing training sessions in various locations throughout the province for current members. The training focused on decision writing and legislative interpretation. In addition, the tribunal's application process for new members ensures that the legislated criteria for appointment to the tribunal as a member are met.

Members who participated in half-day workshop	40
Members who participated in two-day training session	176
Members appointed	0
Members reappointed	41
Total members as of September 30, 2007	199



Number of members by region

Region 1	**Vancouver Island**	58
Region 2	**Vancouver Coastal**	28
Region 3	**Fraser**	29
Region 4	**Interior**	64
Region 5	**North**	20

OUR ORGANIZATIONAL VALUES

In carrying out its mission, the Employment and Assistance Appeal Tribunal is guided by the following values:

Fairness
Impartiality
Excellence
Efficiency
Timeliness
Accessibility
Accountability
Transparency
Independence

3 What Our Decisions Look Like

The role of a panel is to decide whether the ministry decision is "reasonably supported by the evidence" or "a reasonable application of the applicable enactment in the circumstances of the person appealing the decision."

The panel may admit as evidence, as per section 22(4) of the Employment and Assistance Act, only:

(a) the information and records that were before the minister when the decision being appealed was made, and

(b) oral or written testimony in support of the information and records referred to in paragraph (a).

The panel must, as per section 24(2) of the Employment and Assistance Act:

(a) confirm the decision if the panel finds that the decision being appealed is reasonably supported by the evidence or is a reasonable application of the applicable enactment in the circumstances of the person appealing the decision, and

(b) otherwise, rescind the decision, and if the decision of the tribunal cannot be implemented without a further decision as to amount, refer the further decision back to the minister.

The panel attempts to reach a unanimous agreement on a decision if possible. There is, however, no requirement that all panel members agree. A decision of a majority of a panel is the decision of the tribunal. A panel member may dissent and submit reasons for the dissent.

The panel's written decision must:

- specify the decision under appeal
- summarize the issues and relevant facts considered in the appeal
- set out the reasons on which the panel based its determination, and
- specify the outcome of the appeal.

The following are examples of tribunal decisions made in 2006/07.

Case 1: Monthly Nutritional Supplement

Ministry decision	Request for Monthly Nutritional Supplement (MNS) denied – specifically, additional nutritional items and vitamins and minerals
Summary of facts	The evidence before the ministry was that the appellant was diagnosed as having prostate cancer. His application for a Monthly Nutritional Supplement, which requested additional nutritional items and vitamins and minerals, indicated symptoms of malnutrition, moderate to severe immune suppression and weight loss. At the hearing, the appellant submitted a copy of the ministry's Instructions to Medical Practitioners – MNS, which was determined to be admissible by the panel. The instructions state that the requirement of imminent danger to life is satisfied if the medical condition is at a stage where nutritional intervention is required to relieve wasting, to prevent further deterioration or to reduce the rate of further deterioration. The physician indicated on the application form that neither vitamins and minerals nor additional nutritional items were required to prevent imminent danger to life.
Tribunal decision	Ministry decision confirmed
Reasons for decision	The issue in this appeal was whether the ministry decision to deny MNS to the appellant was reasonably supported by the evidence or a reasonable application of the Employment and Assistance for Persons with Disabilities Regulation in the circumstances of the appellant. Section 67(1) of the Employment and Assistance for Persons with Disabilities Regulation requires that a medical practitioner confirm that failure to obtain the requested MNS will result in imminent danger to the person's life. The ministry's position was that the physician indicated that failure to obtain the requested items would not result in an imminent danger to the appellant's life, and therefore the legislative criterion was not met. The appellant's position was that he was ill and he needed these items. As there was no evidence from a medical practitioner that the appellant's life was in imminent danger if the requested items were not provided, the panel determined that the ministry decision was reasonably supported by the evidence, and confirmed the decision.

2

Case 2: Child Care Subsidy

Ministry decision	Denial of child care subsidy
Summary of facts	The appellant's child care provider left without notice. The appellant stated that the ministry informed her that she would be eligible for the child care subsidy if her brother was the caregiver. Subsequently, her brother took unpaid leave to provide her with child care services. The application, when received by the ministry, stated that the caregiver was a relative who lived in the child's home.
Tribunal decision	Ministry decision confirmed
Reasons for decision	The issue in this appeal was whether the ministry decision to deny the appellant a child care subsidy was reasonably supported by the evidence or a reasonable application of the Child Care Subsidy Regulation in the circumstances of the appellant. The ministry's position was that the caregiver was a relative who resided with the appellant and thus, as per section 2(c) of the regulation, a child care subsidy could not be granted. The appellant's position was that she was informed that she was eligible for a child care subsidy and that her brother could not afford to take unpaid leave without the anticipated child care earnings. The legislation states that the minister may pay a child care subsidy if the child care is in the child's home, but only if the child care is provided by someone other than a relative who resides in that home. The panel determined that the ministry decision not to provide a child care subsidy was a reasonable application of the Child Care Subsidy Regulation as, in this instance, the care was in the child's home and the care was provided by a relative. The panel confirmed the decision.

3

Case 3: Health Supplement – Orthodontic Supplement

Ministry decision	Dependent child ineligible for orthodontic supplement
Summary of facts	The evidence before the ministry consisted of a letter from the appellant's dentist stating that her daughter had severe skeletal dysplasia with jaw misalignment by two or more standard deviations. As requested by the ministry, the appellant's orthodontist provided a letter with a treatment plan and an assessment detailing the daughter's dental requirements. An assessment was then completed by the ministry's contracted orthodontist, stating that a severe skeletal deviation was not demonstrated. He did not examine the daughter, basing his findings on the orthodontist's submission, and indicated that neither cephalograph film nor an analysis was provided. The appellant's orthodontist provided another letter with additional details on the daughter's condition. He stated that there are many cephalometric standards with which to assess skeletal discrepancy and affirmed that the daughter had a 90% overbite with a Class II Div 1 malocclusion, severe enough to affect not only her appearance but the functioning of her jaw. He also stated that there is no standardized method of interpreting the severity of a skeletal discrepancy that is not subjective.
Tribunal decision	Ministry decision rescinded
Reasons for decision	The issue in this appeal was whether the ministry decision to refuse the orthodontic supplement was reasonably supported by the evidence or a reasonable application of the Employment and Assistance for Persons with Disabilities Regulation in the circumstances of the appellant. The ministry's position was that the appellant's daughter did not display severe skeletal dysplasia with jaw misalignment by two or more standard deviations. The appellant's position was that both her dentist and orthodontist stated that her daughter had a Class II Div 1 malocclusion severe enough to affect her appearance and the functioning of her jaw.

The legislation for an orthodontic supplement requires that a person have a severe skeletal dysplasia with jaw misalignment by two or more standard deviations.

Both the appellant's dentist and orthodontist confirmed that the daughter's condition met this criterion. The panel found that the ministry decision was not reasonably supported by the evidence, as the opinion of the contracted orthodontist, who was not provided with the cephalograph film or an analysis and did not examine the daughter, could not have greater weight than the opinion of two qualified professionals who had examined the daughter. The panel rescinded the decision.

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4 Looking Ahead

The tribunal's Computer-Based Training Module (CBT), one of a number of "good governance" tools, is anticipated to be completed in 2008. It will allow an individual who may not have the knowledge required to be eligible for appointment as a member of the tribunal to obtain that knowledge and demonstrate his or her skills. The interactive courseware will be designed for adult learners and will supply practice questions until a predetermined level of proficiency is reached. The self-paced training can accommodate various learner abilities. The focus in the coming year will be on recruitment, as there is a need for additional members, particularly in rural areas. The CBT will reduce training costs, as it provides on-site training.

A number of members who have demonstrated their skills as panel chair have agreed to participate in the Mentor Program. Mentors will coach other members, particularly new panel chairs, as well as assisting members in analyzing their skills and abilities through the Competency-Based Learning and Development Tool. This tool will also be used to provide objective information on member competency in order to make recommendations for reappointment.

Summary decisions continue to be of interest to members and parties. Because of this, summary decisions that protect the privacy of individuals will continue to be posted on the tribunal website.

We are looking forward to using the CBT in recruiting and training new members in the coming year and finding ways to support both new and current members in building a culture of excellence in delivering an accessible appeal process that delivers timely and fair decisions.

Glossary

act: the Employment and Assistance Act

appeal record: the information and records that were before the minister when the reconsideration decision under appeal was made

appellant: a person who commences an appeal

business day: a day between the hours of 8:30 am and 4:30 pm other than Saturday, Sunday or a statutory holiday

independent: the activities of the tribunal are separate and operate at "arms length" from both ministries

members: a member of the tribunal appointed by the Minister of Employment and Income Assistance under section 19(2)(c) of the act

minister: the Minister of Employment and Income Assistance or the Minister of Children and Family Development, depending on context

ministry: the Ministry of Employment and Income Assistance or the Ministry of Children and Family Development, depending on context

Notice of Appeal: the appeal form specified by the minister that must be submitted to the tribunal in order to commence an appeal

oral hearing: a hearing that is conducted in the presence of the parties and the panel members or by teleconference

panel: the member(s) designated by the tribunal chair under section 22(1) of the act to hear an appeal

panel chair: the chair of a panel designated under section 22(2) of the act

party: in relation to an appeal to the tribunal, the appellant and/or the minister whose decision is under appeal

reconsideration decision: the final ministry decision pertaining to the initial request, and the decision that may be appealed to the tribunal

representative: an agent, lawyer or advocate representing a party during an appeal

tribunal: the Employment and Assistance Appeal Tribunal established under section 19(1) of the act

tribunal chair: the chair of the tribunal appointed under section 19(2)(a) of the act

witness: a person who provides evidence at a hearing

written hearing: a hearing that is conducted through the submission of written evidence and written argument

Appendix A:
Tribunal Staff

(October 1, 2006–September 30, 2007)

Melrose Boado
Kimberley Bowman
Kelly Brubacher
Dan Graham
Shileen Grant
Tracie Horne
David Hosking
Susan MacKenzie
Dorothy MacLeod
Luke Maynard
Marilyn McNamara
Glenna McEwen
Lynda Parent
Brenda Rochon
Linda Sturtridge
Sheryl Taylor

On leave:
Chris George
Thomas Guerrero
Frances Sasvari

Appendix B: Tribunal Members

(October 1, 2006–September 30, 2007)

Region 1 – Vancouver Island

Doug Allan
Vaughn Allin
Denise Barber
Bonnie Barrie
Maurice Bauche
William Bell
Glenys Blackadder
Deborah Bromley
Noreen Butt
Mac Carpenter
Sheila Colbert-Kerns
Beverly Coleman
David Coombe
Douglas Courtice
Dayle Crawford
Julie Cullen
Eric Dahli
Janice Dalgarno
Andrea Duncan
James Dunn
Judith Dyrland
Susan Edwards
Thomas Ellwood
Ken Flannagan
Eleanor Gee
Richard Grounds
Peter Gustar
Margaret Haigh
Zig Hancyk
Leslie Hanes
Gina Hepp
Kitty Hoffman
Joyce Johnston
Monique Joubarne
Avo Lepp
Victor Lotto
Richard Macintosh
Layne Marshal
Richard McCarthy
Judith McFarlane
Kathleen McIsaac
Marilyn McNamara
Marilyn McPherson
Jane Nielsen
Buncy Pagely
Rita Parikh
Mary-Ann Pfeifer
Kenneth Porter
Marie Potvin
Bob Purgavie
Mohindar Rattan
Garnet Renning
Phyllis Senay
Paul Skobleniuk
Patricia Smith
Gail Stewart
Jacquie Tarasoff
Dianne Thomas
Trevor Thompsett
Fred Thompson
Brian Thurber
Guy Verreault
Donovan Walker
Bruce Webber
Raymond Welch
Ian Wilson

Region 2 – Vancouver Coastal

Jane Agg
Sheila Begg
Gail Brown
Kelly Connell
Anthony Dibley
Alistair Duncan
John Fleming
Bill Frost
Uli Haag
Alan Hewett
Roy Johnson
Maureen Johnson
Bijou Kartha
Denise LeGrand
Michael Mivasair
Sheldon Nider
Ethel Niessen
Art Perret
Don Peters
Louis Peterson
Stewart Pike
Claudia Roberts
Allison Sawyer
Maria Shawcross
Martha Warren
Elaine Wass
Kenneth Wilson
William Wright
Norman Wrightman

Region 3 – Fraser

Kathleen Adams
Linda Berg
Richard Bogstie
Richard Brock
Mary Bruce
Shelley Chrest
David Coulson
Jean Davidson
Peter Davison
Hugh Gaffney
Raj Gurm
Adrian Harper
June Harrison
Carol-Ann Hart
Lachlan Heron

Marion Janssen
Beverly Kennedy
Alan Kliewer
Mebs Lalani
Donna Leemet
Allen Lees
Bernie Leong
Aart Looye
Marcia McKay
Henry Neufeld
Lawrence Plenert
Andrew Rasheed
Kundan Sangha
Christopher Saunders
Corey Van't Haaff
Alfred Woo

Region 4 – Interior

Peter Allik-Petersenn
Jaymie Atkinson
Lorianna Bennett
Gail Bernacki
Gus Boersma
Dale Carlson
Bill Carruthers
Brien Cates
Sandra Chapman
Marguerite Church
Paula Cooper
Linda Cross
Lynda Cunningham
Elizabeth Cytra
Kim Darling
Ingrid Davis
Beverley Deets
Jennifer Dent
John Dormer
Richard Dunsdon
Alex Dyball
Barbara Ellemers
Ruth Embree
Stewart Enderton
Bob Fergusson
Elizabeth Fleet
Bob Forbes
Archie Gaber
Bruce Gardiner
Maxine Glover
Peter Grauer
Douglas Gresham
Larry Grist
David Handy
Dave Hanna
Sheila Hart
David Head
William Heflin
Bev Hibberson
Kathleen Higgs
Brian Hornidge
Larry James
Peter Knittel
Cindy Lombard
Gary Lotochinski
Doris Low-Renwick
Janet McCoy
Grace Mills Hodgins
Pierre Morazain
Richard Morley
Wayne Murphy
Finn Nielsen
Gautam Parghi
Michael Patterson
Nora Perehudoff
Mary Pickering
Glen Prior
Laurent Rivard
Glen Shuttleworth
Brian Smith
Ron Sullivan
Thomas Thompson
Sheila Toth
Robin Tracy
Steve Uzick
John Wakefield
Barry Watson
Joy Williamson
Paul Wortley
Heidi Zetzsche

Region 5 – North

Denene Broza
Brenda Campbell
Wayne Carkner
Mary Chen
Frank Donahue
Karl Ellingsen
Bill Farr
Kerri Fisher
Daniel Gilgan
Steven Merrick
Suzette Narbonne
Lee Ongman
William Oppen
Delina Petit-Pas
Andrew Roth
Andrew Shepherd
Linda Smerychynski
Frances Stanley
David Wilbur
William Woolsey

How to Contact Us

Call us at (250) 356-6374 or toll-free at 1-866-557-0035

e-mail us at eaat@gov.bc.ca

visit our website at www.gov.bc.ca/eaat

or ask for a brochure at your local Ministry of Employment and Income Assistance office.

For TTY relay service, call Enquiry BC:
in Vancouver at 604-775-0303 and
in the rest of the province at 1-800-661-8773.

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